

Position Description--Enterprise Program Section Chief

Position Number: 313648

Wisconsin Air Services Manager

Bureau of Enterprise Fleet

Division of Enterprise Operations

Position Summary

This position reports to the Enterprise Fleet Director and serves as the Wisconsin Air Services Manager, Bureau of Enterprise Fleet, Division of Enterprise Operations in the Department of Administration (DOA).

This position manages Wisconsin Air Services, the state's flight department that provides safe, comfortable air transportation on a 24/7 basis to a diverse customer base of state government entities, including state officials and officers. Wisconsin Air Services also maintains the state fleet of passenger and work aircraft to standards set by the FAA. The position manages the daily operations, supervises the professional staff of pilots and mechanics, prepares operating budgets and provides analysis and data on improving the safety, customer services and efficiency of Wisconsin Air Services operations. The position also ensures that internal and external training is available to help the professional staff of aircraft pilots and aircraft mechanics maintain their high standards and credentials.

In addition, this position administers the state aviation program as provided in S. 16.04 Wis. Stats. and develops and implements operational policies to improve the safety, efficiency and administration of state air transportation. The position coordinates these efforts with Aviation Managers in other state agencies.

This position serves as an aviation subject matter expert for budget, risk management, legal and regulatory matters and provides recommendations on aviation policy to management.

This position also works on special projects and teams for DOA and across the enterprise.

40% A. Manage and direct the operations of Wisconsin Air Services

- REQUIRED**
- A1. Manage aircraft fleet maintenance and flight operations in accordance with policies, guidelines and rules of the Department of Administration and federal and state aviation regulations.
 - A2. Develop biennial and annual operating budget requests and present recommendations for equipment, aircraft, personnel, space and materials to support a safe and efficient air transportation and maintenance operation.
 - A3. Analyze data on a regular basis to determine utilization rates, maintenance service levels, passenger rates and lease rates and propose modifications as needed.
 - A4. Develop and implement strategic planning efforts for the efficient management and administration of Wisconsin Air Services operations.

A5. Maintain data on Wisconsin Air Services operations including an inventory of state-owned/maintained aircraft, reports to monitor pilot flying time, executive flight activity, aircraft flight activity and aircraft maintenance activity.

A6. Provide leadership, direction and supervision of Wisconsin Air Services staff including hiring and disciplinary actions in accordance with Department rules.

REQUIRED A7. Manage the daily services provided by an air transportation program including quoting and scheduling flights, billing customers, handling expenses through state procurement rules and assigning projects and responsibilities to personnel.

A8. Obtain the necessary authorizations and permits for aircraft, crew and passengers when flying out of the state or to foreign countries.

15% B. Develop and implement policies to improve the safety, efficiency and administration of the state air transportation program.

REQUIRED B1. Provide data-driven policy analysis to management regarding the state air transportation program and information on aviation issues.

B2. Propose statutory language, administrative rule and policy changes necessary to implement DOA responsibilities as assigned by statute.

B3. Develop operational policies for employees who act as pilots across the enterprise, including crew rest requirements, current flight training, flight checks and flight physical examinations, as required in S. 16.04 Wis.Stats. and FAA regulations.

B4. Develop, in coordination with user agencies, a Department Flying Operations Manual to include pilot qualifications, a pilot evaluation program and other standards, including the items listed above.

PREFERRED B5. Serve as the state's aviation subject matter expert for budget, legal, risk management, regulatory and executive matters.

15% C. Develop and maintain strong customer services and build strong customer relationships.

C1. Serve as a liaison and maintain strong relationships with other state agencies, Wisconsin Air Service customers, commercial operations, airlines and airports.

C2. Collaborate and coordinate with and other agencies' Aviation Managers.

C3. Maintain effective and ongoing communications with customers regarding services at Wisconsin Air Services and solicit customer feedback for improving services.

C4. Monitor, evaluate and improve the provision of services to customers.

15% D. Manage the provision of flight and ground training programs.

- D1. Ensure internal and external training is provided for each Wisconsin Air Services employee as required to maintain professional standards and credentials.
- D2. Oversee development of internal flying and ground safety programs.
- D3. Conduct special studies for individual section flying activities such as pilot and mechanic workload, effectiveness of new training, perception of and effectiveness of safety training received by pilots and mechanics.

15% E. Provide leadership and project management for special projects as directed by management.

- E1. Provide analytical, planning and project management expertise and manage special projects for DOA and for the enterprise.
- E2. Attend sessions, participate in group activities and make presentations regarding Wisconsin Air Services and aviation.
- E3. Strive to develop and continually improve leadership skills that encompass DOA's leadership core competencies: communicator, coach, change agent, mentor, role model and shield.

Knowledge, Skills and Abilities

- **REQUIRED** Proven supervisory skills and the ability to engage employees in their duties and enhance their skill sets
- Ability to interpret statutory requirements and policies and implement those directives
- Ability to manage complex operations and develop budgets and stick to them
- Ability to analyze policies and procedures for more effective and efficient outcomes
- Excellent problem-solving and customer service skills
- **PREFERRED** Knowledge of passenger aviation, preferably in areas relevant to the position, including federal aviation regulations, aircraft flight operations, aircraft mechanical systems, crew resource management, personnel management and budgeting.
- **PREFERRED** Ability to operate aircraft in accordance with federal regulations and state policies and procedures and to meet and maintain FAA certificates, ratings and flight experience to meet Wisconsin Air Services pilot qualifications as either a First Officer or Captain, preferred.
- Knowledge of Microsoft Office Suite, including Word, Excel and Access.